

BUS-7 System eXchange

Josephine Caffrey, Editor

BUS Division Launches the Super Server SSBUS - Brad Thurgood

The BUS-7 Micro-Systems Support team has been working at migrating most of BUS Division over to the Super Server (SSBUS). We call it a super server because it has more capacity than a normal file server. A file server is a computer that shares documents, programs, printers, and other resources with other computers on the network. Network cables are used to connect all of the computers together.

The SSBUS file server is a more sophisticated version of a regular file server. It can have multiple processors, more memory, and provide more redundancy (back-up capabilities) on critical system resources. It will benefit BUS Division by being faster than our older file servers as well as reducing the downtime and maintenance costs.

The SSBUS allows for four pentium processors, error Correcting RAM (memory), a redundant (back-up) power supply, and RAID (Redundant Array of Independent Disk Drives) hard disk technology (including hot swapping; the ability to swap hard drives without affecting the server users). Although many of the above features have been made available for most file servers, we were able to get them all together in a new server, our SSBUS. Also, with almost everybody on the same file server, it will be

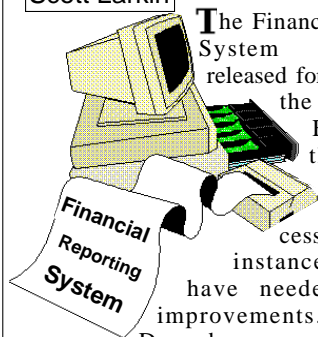
easier to administer, and easier for users to share data. Standard Novell security will provide protection of data that is to be seen only by an individual, team, or group. The server is located in the computer room of the Otowi building.

Seven servers are directly affected, namely: MAT2, BUS1-2, FIN-SERVER, BUS3, BUS6T, MAT4261, and MAT430. If you are presently using one of these file servers, you will be contacted as far as the migration plans for your team to the new SSBUS is concerned. Some of you will have already been moved, and some of you may be in the midst of migrating to SSBUS as you get this article.

The migration team will meet with each team before the migration happens for that team to plan out all of the details. The change should be transparent to the user other than the time it takes to migrate the workstation to the new file server (about two hours or less). The response time from the server should be faster than your previous file server.

The BUS-7 Helpdesk will be providing support and answer questions related to the migration to SSBUS which will be ongoing over the next few months. BUS-5 also has a super server that its staff will be migrating to. □

Scott Larkin



The Financial Reporting System (FRS) was released for initial use at the beginning of FY'96. Since that time, we have had many successes and a few instances where we have needed to make improvements. As of late December, we are having good experiences with the IBM version and are working very hard to improve the MAC version of FRS. There is actually a later release of FRS for the MAC available through the Web at this time that has enjoyed moderate success. We are also very hopeful that a later version

of Powerbuilder for the MAC that has just been released will help solve some of the MAC issues that we have been encountering. We'll keep you informed as new releases of FRS become available.

New Functionality in FRS

Beginning in late January of 1996, new functionality in FRS is being scheduled for release. One of the areas of improvement is the ability to generate the O/S series of reports for the last official month end. We have had many requests for this capability. The other major area of improvement is in the inquiry screens. The "Total Costs Summary" screen will now allow for the drill down in the "Other Cost" category.

Drilling down in this category will provide a breakout of these costs by operating statement line number, and description. We had also hoped to release the composite operating statement reports that have summary allocation, cost and commitment information. Unfortunately, another technical issue has developed that will not allow this to be possible. We are working to make these reports a reality as quickly as possible. We would also like to let you know that there is a print utility available through CIC-17 that will allow FRS reports to be routed to the CCF printers. This utility is available for both the IBM and MAC platforms. □

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Total Integrated Procurement System

Kevin Holsapple

The Total Integrated Procurement System initiative (or TIPS) was launched in early December to address a key objective for the Business Operations Division in FY'96. The objective of TIPS is to improve the value and utility of our procurement systems to a) requesters of procurements; b) suppliers; c) BUS employees involved in the procurement process; and d) other systems that rely on data from these procurement systems. Teams are currently working in the first three areas.

The effort is being directed by Mike Payne the BUS Systems Support Group Leader, (BUS-7). Project team members come from throughout BUS Division and customer organizations. Kevin Holsapple of the BUS Quality Support Office is facilitating the projects teams, and Vanessa DeLaCruz of BUS-3 is documenting the effort.

Some frequently asked questions about TIPS are:

#1: What is driving the need for this project?

Resources pressure - Deep cuts in procurement staffing heading into FY'96 mean that the same volume of work will need to be accomplished by many fewer people -- the need for tools to allow productivity improvement is critical. Laboratory feedback - Feedback from our customers tells us that the current processes and systems do not meet all of their needs for fast, reliable services and information. It's good business - Innovations in business practices and information technologies present a number of challenges and opportunities for staying "current" with the external business environment.

#2: How committed is BUS to this effort?

Success in this initiative is one of BUS Division's key objectives for FY'96. Mike Payne, will be dedicated to this initiative and will be a direct participant on all project teams. Bill Barr, the BUS Procurement Group Leader, has been highly involved in establishing the development principles and approach. A significant portion of BUS' budget for business systems maintenance and improvement is designated for this project. Detailed information about the project teams and the progress of the TIPS initiative is available under the BUS Homepage at:

<http://www.bus.lanl.gov:8001/bus/business/tips.html>

The information is updated frequently to reflect continuing developments. □

SOFTWARE ANNOUNCEMENT

If you are using Eudora but for some reason do not have the full package (disk and user manual) then please call the BUS-7 Help Desk to request a package (5-0867).



You've just received a new computer, and don't need your old one any longer. What do you do? Contact your Property Administrator? Contact the BUS-7 Helpdesk?

In the past the answer was not clear, leaving the customer somewhat confused. A cross-functional CQI team including staff in property management, facilities management, computer security, and staff from the Microsystems Support Team in BUS-7 has come up with some answers to this question.

The team devised a listing of the computer items to be used as spare equipment by the Helpdesk. The goal for this project was to minimize duplication of effort with the property staff and to clarify the role of the BUS-7 Helpdesk regarding

property management.

If you have any of the following items, contact the Helpdesk at 5-0867, who will gladly take the item off your hands:

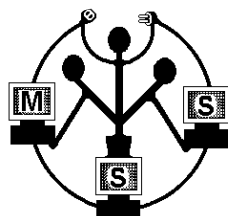
- 486/33 DX or above
- Extra Hard Drives (500mg)
- Floppy Drives - SCSI, IDE (3.5 in. 1.44 MB)
- Modems - 9600 and above
- Keyboards
- Network Cards
- Power cables
- Monitors - Viewsonic 17", Dell 17"
- Parallel and/or Serial Cables
- Serial and/or Parallel Cards
- Video Monitor CablesMemory-SIMM

For other items you no longer need, please contact Dale Osborn, 5-5706, who will help you with the excess process.

Remember:

Anytime you move to a new office or change out a property numbered item, it is your responsibility as property custodian to notify your Property Administrator. For computer equipment, it is also your responsibility to notify your Operational Computer Security Representative, Donna Osborn (Acting) at 7-8556, and your Network Administrator, Brad Thurgood, 7-0740. □

Salvage Guidelines- Monica Spontarelli



The Micro-Systems Support Team (MSS) in BUS-7 is dedicated to serving BUS Division personnel's microcomputing needs **free-of-charge!** Please call for any kind of microcomputer assistance.

BUS-7 HELP DESK
"SERVICING YOUR MICROCOMPUTING NEEDS"
5-0867

Saying Goodbye to the OFVAX and Micom Ports - Orlinie Velasquez

With the continuing financial cuts within the government, we are all too aware of the need to save where ever possible. BUS Division has been able to make steady cuts by changing the way we do business such as using cost effective systems for our needed business functions. Two examples of these changes are reflected in our migration from the micom and OFVAX mail system to the Network and Eudora software.

Utilizing the Network instead of the micom will reduce maintenance costs substantially. Currently each group is being charged \$42 per month, per micom port. If you are connected to the Network there is not a direct monthly charge to your cost account (BUS-7 pays for the Division network fees). Besides the cost savings, the benefit of using the Network is even greater. Not only can you get a fast and smooth running network connection, you also gain the benefit of concurrently running applications over the same network line, such as Eudora, Netscape, and server-based programs.

CIC Division will be disconnecting all Otowi-originating

micom ports in the very near future, so the sooner we make the change, the better. We also anticipate the OFVAX Email (All-In-One) to disappear with the spread of Eudora throughout the Laboratory.

This article is meant as an encouragement for you to be proactive in your own team's saving capabilities. You can positively influence BUS Division's budget by checking to see that your micom port is disconnected and your OFVAX account is deleted. These unnecessary charges can be easily taken care of if you take just a few minutes to check your status on these services.

For further information, and details about how to check that you no longer have a micom port and OFVAX account, call the BUS-7 Help Desk at, 5-0867.

BUS-7 will be sending a list of employees identified as having accounts on the OFVAX to each Group Office to facilitate the deletion process. □

BUS-7 Help Desk Customer Survey Results

In an effort to gauge our service, the BUS-7 Helpdesk staff is conducting follow-up customer surveys by randomly telephoning customers who've received our services.

Our thanks go out to the many customers who have participated in these phone surveys; your feedback is important to us!

Using a scale of 1-6, with 6 being the highest, here are some preliminary results from the surveys:

Overall, how satisfied are you with the service you received from the BUS-7 Helpdesk?

4.8 Average Response

How satisfied are you with our response time?

4.4 Average Response

How satisfied are you with the time it took to fix your problem?

5.0

Is it your belief that the technician tested his work?

82% of respondents said yes

As you can see, although the results are good, we do have some room for improvement! This data is being used by our team to improve our processes. Thank you again for your help! □

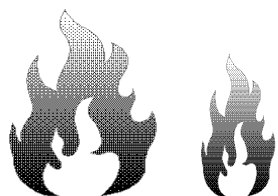


Virus Protection - Donna Osborn

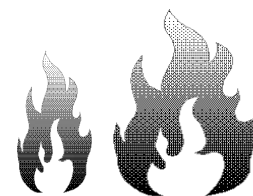
A computer virus is a type of program introduced into a computer system and may cause loss or damage of computer based data, destruction of hardware and software and loss of productivity.

DOE Order 1360.2B requires all computing systems to use virus protection software to prevent the introduction of viruses. BUS Division has installed virus software on our Novell file servers available on the v: drive. Some computers may also have virhunt or dataphysician available on the c: drive. Stand-alone computers, including home loan computers, must have virus software installed. If your computer does not have a virus software installed, or if you would like more information on how to access your virus software, please contact the BUS-7 Help Desk at 5-0867.

Users should scan their computers weekly to protect against viruses. Any suspected viruses, ie. unexpected alterations to files or directories, unexpected screen activities, frequent system crashes, or anything else unusual that occurs while operating your system or accessing your files should be reported to your OCSR at 7-8556. □



Hot Tips !!!



Setting up a "Safety Net" in your File Manager

Most of us realize the ease with which you can delete, rename, and move files within the File Manager in Windows. It is worth knowing that you can set up a "safety net" which will prompt the system to confirm with you that the command you have just given it is correct! Under your Options menu in the File Manager, choose confirmation. This will open a dialog box with the various actions listed. Click on each one of these options, so that there is a check in each box. The File Manager will confirm any potentially dangerous activities such as deleting your hard drive! You can select the No option and the File Manager won't make the change.

Subdirectory and File Icons in the File Manager

Icon

What it is/What it does



This is an **open folder**, so this subdirectory is currently showing you the contents of the folder in the right side of the window, so you can see the files.



This is a **closed folder**, so you would need to double-click on it, to see what's inside.



This is a **program**. Double-click on this icon, and you will load a file, along with the program that created it.



This is a **data** file. Double-click on this icon, and you will load the program and bring it to the screen.



Windows is **not sure** what this file is, so clicking on it can just cause confusion (such as a message telling you it doesn't have an application associated with the file.)



MS WORD for Windows 6.0

Bookmarks

If you are working on a particularly large document, this tip will be especially useful. Inserting a bookmark allows you to quickly reach a certain portion of the document - if you get interrupted in the middle of editing, this would be a perfect time to enter a bookmark so you can find your place again when the interruption is over.

Put your cursor on the place in the page that you would like a bookmark. Choose *Bookmark* from the *Edit* menu and type in a short name you will remember. Click the *Add* button. Now you can close the document and when you re-open it, you can get right back to that section by choosing *Go To* from the *Edit* menu. Select *Bookmark* in the right side of the dialog box. In the text field your bookmark will be listed, find it and click the *Go To* button.



Selecting Objects in a Chart Sheet

After you have selected one object in the chart by clicking on the object, you can cycle through and select the other objects in the chart by pressing the up and down arrow keys. Pressing the down arrow selects the next object, pressing the up arrow selects the previous object.



Finding your IP Address

Find out what your IP (Internet Protocol) Address is by typing *inet stat* at the DOS prompt. You will see a bunch of information including the "address" at the top. This is your IP address, up to 12 characters long.

An IP Address is a unique identifier for each computer on the internet. It is not something you need to memorize, but once in a while it will be needed such as for your Computer Security Protection Plan.

Please be sure that the IP address on your computer is the same as the one on your plan - if not contact your OCSR representative to update your plan. Donna Osborn is the acting OCSR. She can be reached at 7-8556.



Eudora Word Wrapping

Setting your message width and height in your fonts & display "Settings" (under the Special menu), only affects what your message looks like when it is viewed on your PC. It changes when it is sent out. To get the best scenario word wrap-wise, upgrade to version 2.1.1 (call the BUS-7 Help Desk for the files - 5-0867) change your Message Width to read 80 and make sure your eudora.ini file reads: WordWrapColumn=68 WordWrapMax=76 (if these lines don't already exist, add them under the configuration section.)

This will result in your messages word wrapping correctly without getting those annoying disproportional word-wraps.

Choose *Run* from the *File* Menu in Program Manager. Type *c:\eudora\eudora.ini* in the command line. Edit the document as described above. Close and Save. Then restart Eudora to implement the changes.

If you have discovered a neat "trick", "shortcut" or other "hot-tip", please do share it with everyone! Call or Email the editor and make your mark in the next issue of System eXchange!!!